



RMA and DOA Policy

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RMA (Return Merchandise Authorization) Return

For merchandise sent for repair or replacement in or out of warranty, you must first obtain an RMA number by submitting RMA Order Form through our E-Service system at our website, <http://www.radiantech.com.tw/english/support/support.htm>. The following information is required in order to complete your RMA request: company name, contact person, phone number and e-mail, customer ship-to address, product model number, serial number, and a brief description of the problem you are experiencing with the product you wish to return.

Upon accomplishment of your on-line application, you will receive an RMA Number and return instructions both on the screen being operating immediately and by email later. Do not return the defective product until you have received an RMA number. Radiantech reserves the right to refuse shipments that do not have an RMA number. If you send your defective product without the RMA number prominently displayed on the outside of the package, it will be returned to you unopened. For transceiver products, customer is only allowed to process test with transceiver product alone based on specifications declared. Please offer announcement of the defective phenomenon to our TS (Technical Service) if the product under test is out of specs. We would not guarantee if any defective is caused by test which is not followed the transceiver-test-alone policy. Nevertheless, for your convenience, we still would like to provide repair service in charge.

In the event that you must have the replacement product immediately, a defective product will be replaced with either a repaired or refurbished unit with similar function.

All returned products will be tested by our professional technician to verify the defect complained of. However, if the defect is not established, you are responsible to pay a testing fee plus shipping fee for NDF (No-Defect Found) products.

Claims for loss or damage in shipment must be made to the carrier by the customer.

For your protection, we strongly recommend you fully insure your return shipment if damage.

Please use a carrier that is able to provide you with proof of delivery.

Warranty Coverage

All products, accessories excluded, are warranted for 1 year and warranty coverage is effective from the date of purchases. Radiantech warrants our products and its parts against defects in material and workmanship under normal use within the warranty period. For warranty returns, simply return

it with an RMA number to us and we will repair it for free. However, the warranty does not apply to any product where damage has been caused by accident, abuse, misuse, natural disaster, any unauthorized disassembles, or modification. Customers will pay inbound shipping cost.

Out-of-Warranty Service

Out-of-warranty products, or damage not covered under the warranty will be charged to the customer. If the product fails forgoing conditions, we can usually repair it for very reasonable price. We'll provide a quote including shipping charge for repair. Repairs will be performed upon receipt of payment. Customers will prepay for shipping both ways, plus parts and labor.

Return Policy for International Order

In order to save Customs Import Duty and other levies, please indicate in your shipping documents that products being shipped are for repair and to be returned. Radiantech will not replace or exchange products. We only repair your products. Customers are responsible for all return shipping costs and customs duties.

DOA (Dead On Arrival) Return

In the event that you receive a product not in working order, you should notify our TS (Technical Service) staff upon receipt of the products. If the product develops a fault (except those due to willful damage or customer misuse) within 30 days after purchase you should notify us by email, facsimile, or phone...etc. upon noticing the fault, so we can process the return as a DOA product. You will be issued with an DOA number in accordance with the DOA returns procedure above. To minimize processing time and potential difficulties in proving the cause of damage, we recommend that DOA products should be returned within 30 days of purchase and must be returned in original condition. For the product found to be "Dead on Arrival", we will replace a defective unit with a new product (whole package) at no charge and pay round-trip shipping cost. International customers should allow for additional transit time due to international customs clearance. Please do not send DOA products back to Radiantech unless instructed by TS staff.

Please note that the transceiver after soldering is not accepted for DOA return.

For status and inquiries, please contact the Product Service Center at 886-3-577-7818 or by Email to psc@radiantech.com.tw.

Customers can either download the [RMA Order Form](#) in Words format by clicking the following link or use the Online Form Creator